

Department of Technology Services

January 24, 2018

Infrastructure and General Government Appropriations
Subcommittee



Utah Department of
Technology Services



Utah Department of
Technology Services

dts.utah.gov

Provide Information
Technology services to
the Executive Branch
Agencies

- Computer support for state employees
- Online services for residents of Utah
- State Network and Internet
- Data Center and servers
- Data Security
- Application Services

CENTER FOR DIGITAL GOVERNMENT

GOVERNMENT EXPERIENCE

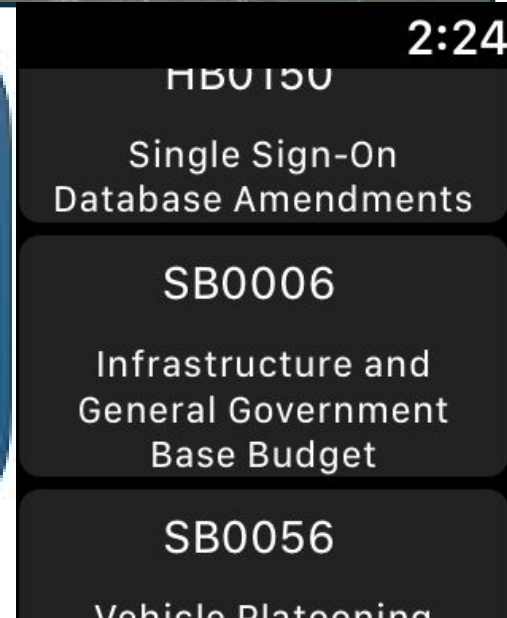
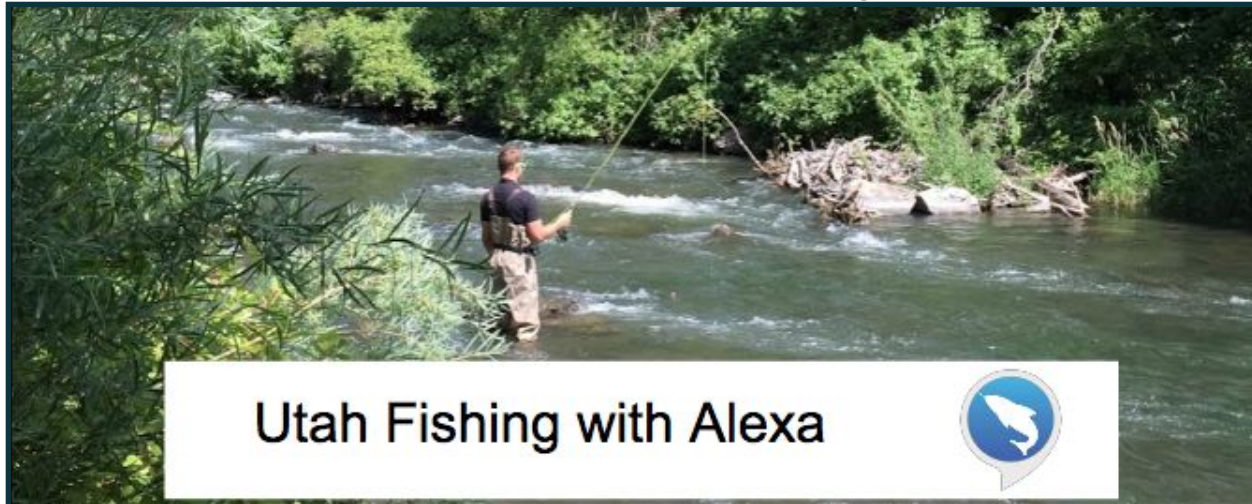
AWARDS INNOVATION WINNER 2017

www.govtech.com/government-experience



Utah Department of
Technology Services

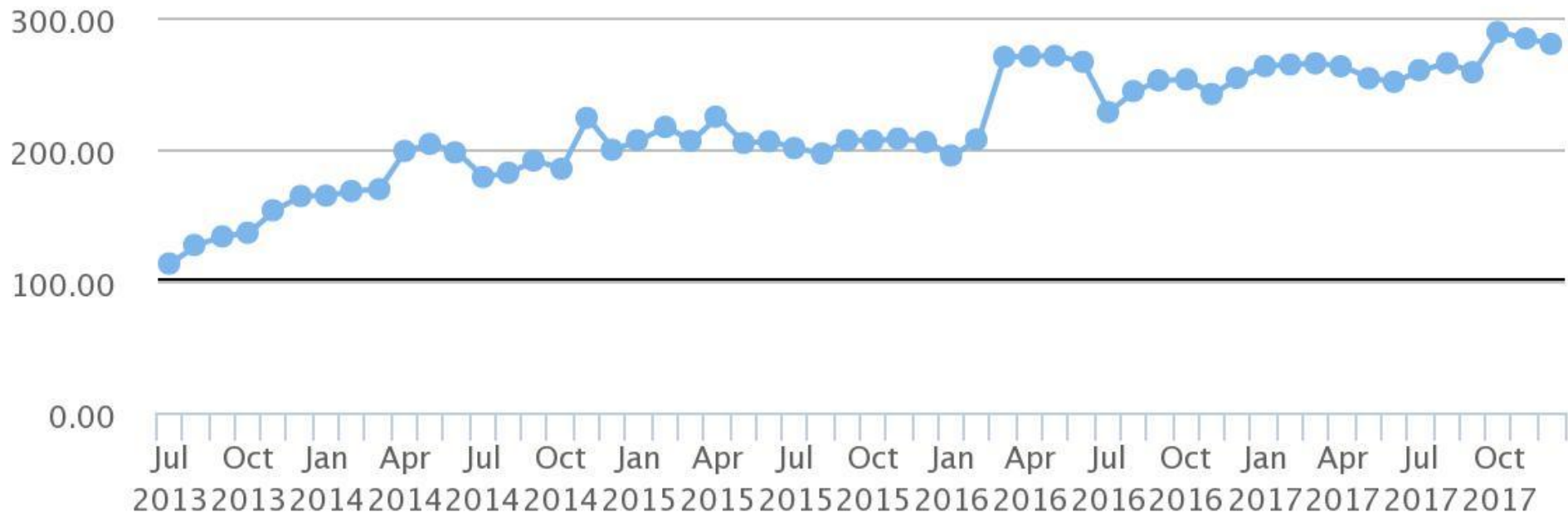
Innovative Projects



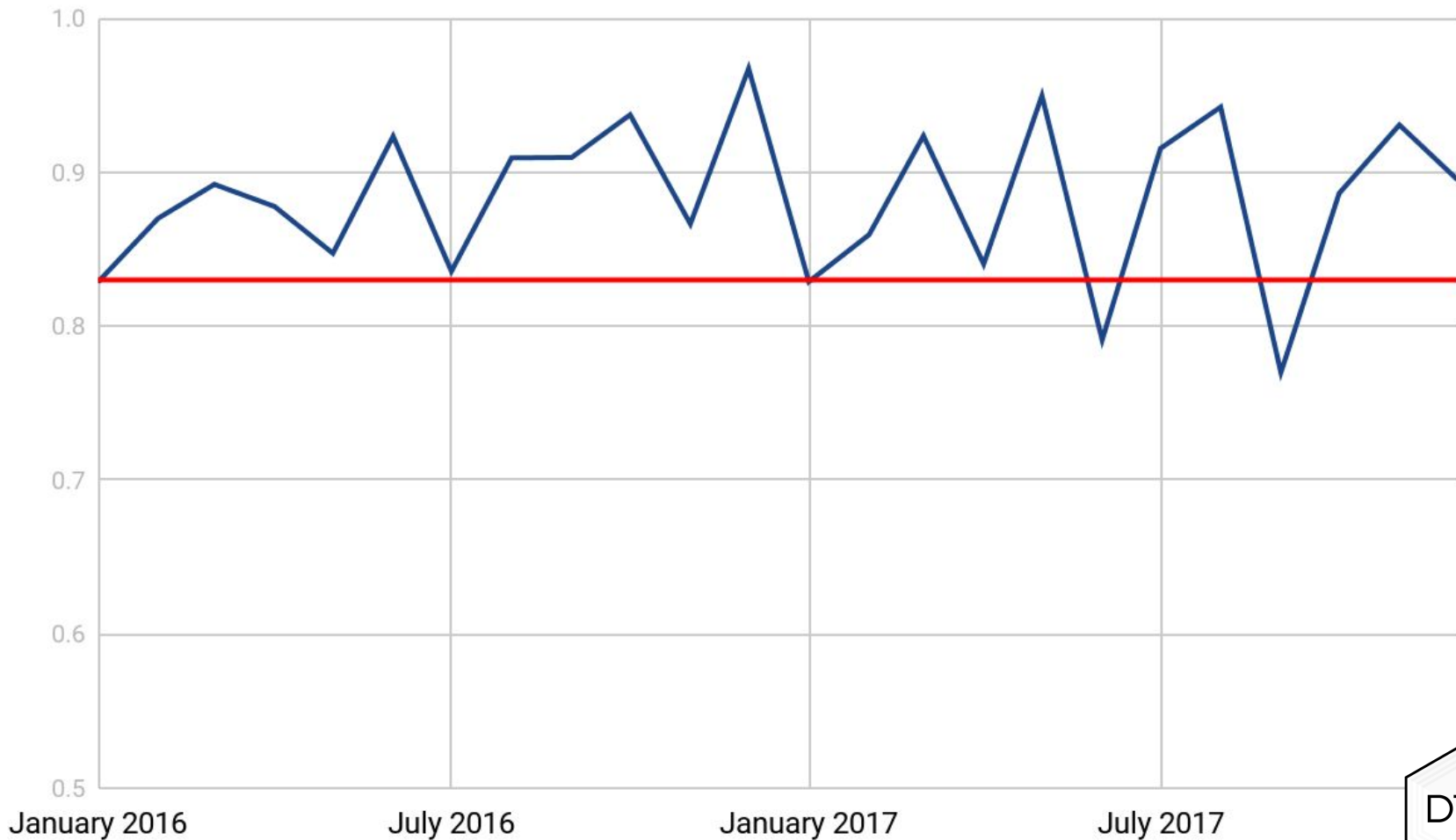
Performance Measures CIO



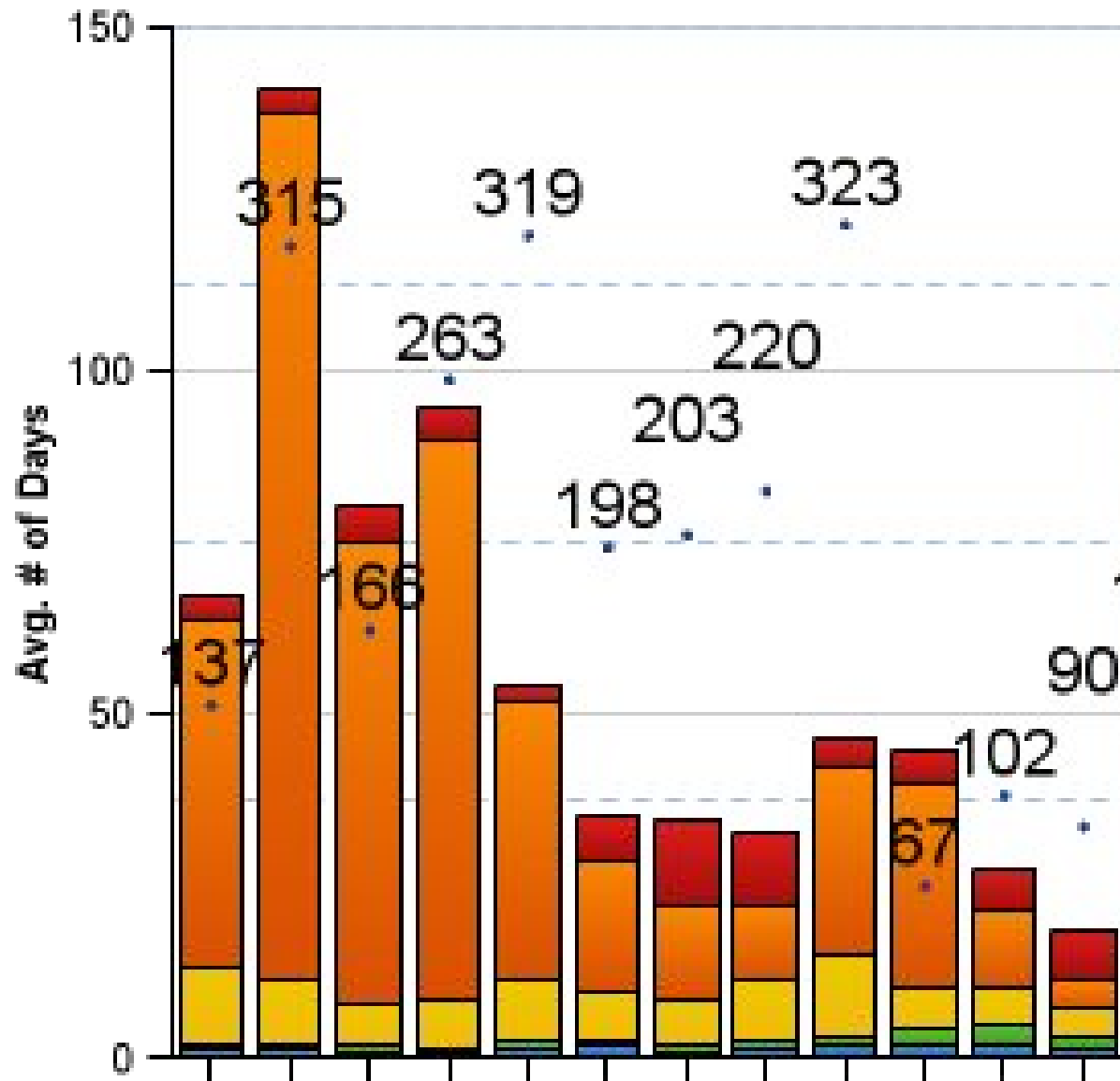
Data Security



Application Development



Computer Procurement & Deployment

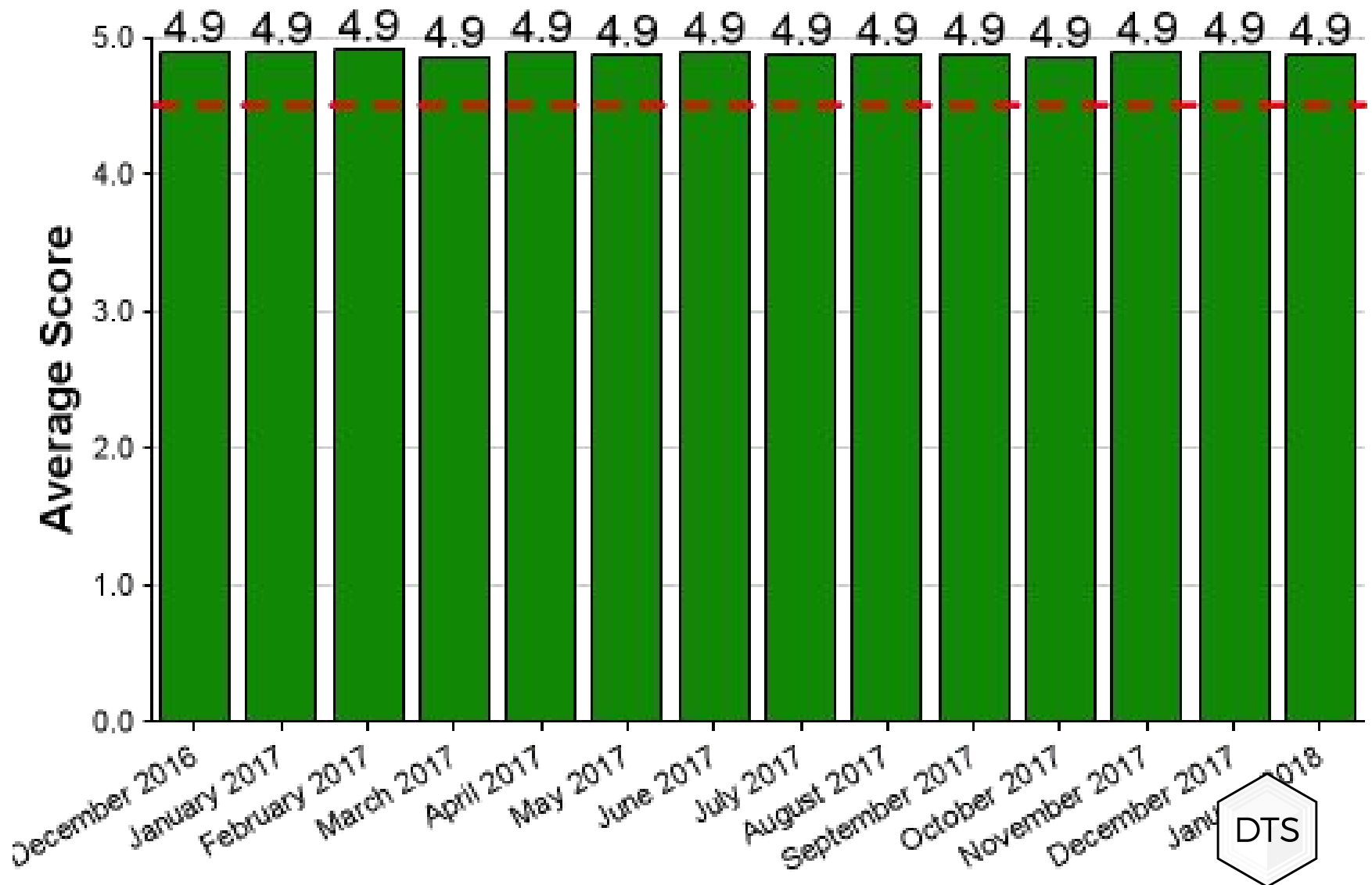


Performance Measures

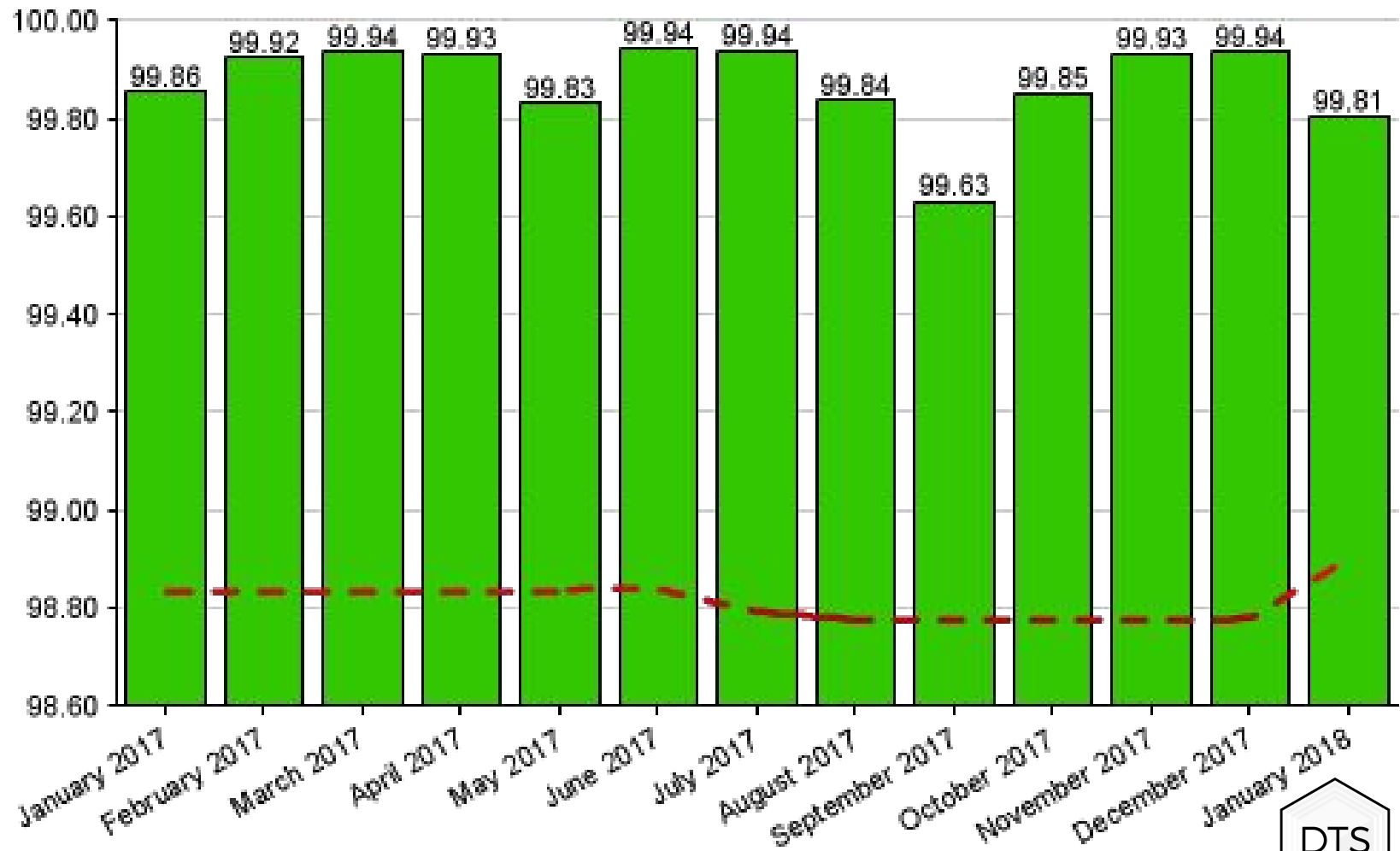
ISF



Customer Satisfaction



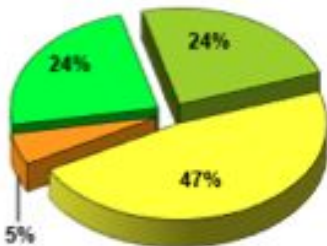
Application Availability



Competitive Rates

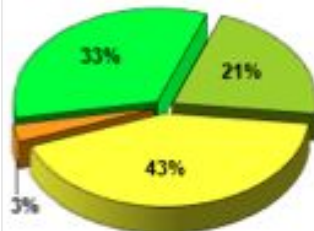
FY10

Ninety-two percent (92%) of the DTS Rates were found to be "Reasonable" to "Best Value"



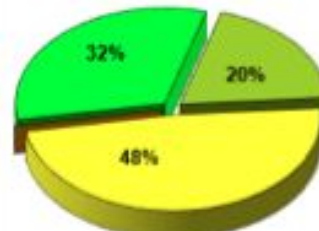
FY11

Ninety-seven percent (97%) of the DTS Rates were found to be "Reasonable" to "Best Value"



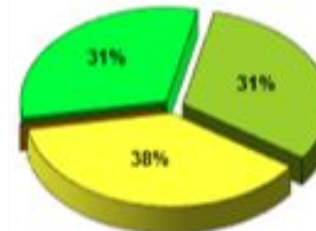
FY12

One hundred percent (100%) of the DTS Rates were found to be "Reasonable" to "Best Value"



FY13

One hundred percent (100%) of the DTS Rates were found to be "Reasonable" to "Best Value"



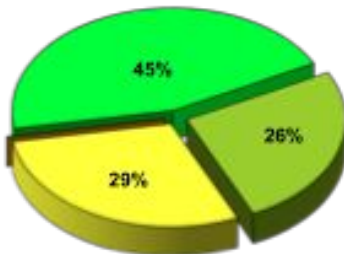
FY14

One hundred percent (100%) of the DTS Rates were found to be "Reasonable" to "Best Value"



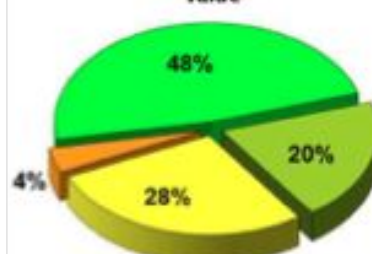
FY15

One hundred percent (100%) of the DTS Rates were found to be "Reasonable" to "Best Value"



FY16

Ninety-six percent (96%) of the DTS Rates were found to be "Reasonable" to "Best Value"



FY17

One hundred percent (100%) of the DTS Rates were found to be "Reasonable" to "Best Value"

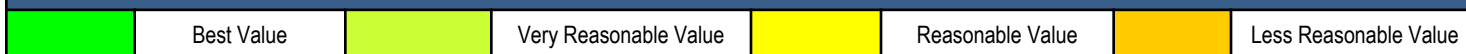


FY18

One hundred percent (100%) of the DTS Rates were found to be "Reasonable" to "Best Value"



Value Legend



DTS

Performance Measures - AGRC

- **State Geographic Information Database, GIS Server Availability:** 99.59% Availability (Goal = 99.0%)
- **Countywide Update Transactions for Critical Statewide 911 Road & Address GIS Data**
 - o Updates from Class 1- 2 Counties **84**
(Goal = 50 / yr)
 - o Updates from Class 3 - 6 Counties **69**
 - o *Total Update Transactions from All Counties* **153**
(Goal = 120 / yr)
- **TURN High Precision GPS Subscription Service:** 99.99% Availability (Goal = 99.0%)



DTS Dashboard



Rates

Operate as an Internal Service Fund (ISF),
charging rates for services

Rates Calculation:

- based on annual budgeted expenses per service
- divided by projected consumption
- equals the calculated rate



Significant Changes in FY2019 Rates

- Hosting rate change
- Mobile device security
- Compensation package
 - Overall impact \$2.2 million



Requests

- Federal funds: \$1,134,000 million
 - AGRC Lidar Imagery acquisition
- Dedicated credits: \$168,000
 - AGRC GIS projects
- Intent language
 - CIO \$676,000 non-lapsing
 - AGRC \$1,634,000 non-lapsing
- Negative supplemental: (\$850,000)
 - move to Governor's Office



Challenges

- Security - Cyber Center
- Recruitment and Retention
- Network
- Alignment with industry standard
- Shifting to innovative technologies

